



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: All Medicaid, FAMIS, and FAMIS MOMS Providers

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special
DATE: 6/1/17

SUBJECT: How to Receive Notice of and Submit Comments on DMAS Manual and Regulatory Changes

The purpose of this memorandum is to inform providers about 1) how to receive notice of DMAS Provider Manual and Regulatory changes; and 2) how to submit comments on DMAS Manual and Regulatory changes. Effective July 1, 2017, DMAS Provider Manual changes will be posted on the Regulatory Town Hall website for a 30 day public comment period. DMAS Regulations will continue to be posted on the Regulatory Town Hall website for 30-day public comment periods as established by Virginia law.

Receiving Notice of Manual and Regulatory Changes

In order to receive automatic email notification that DMAS has submitted a General Notice regarding a proposed Provider Manual change, or that a public comment period has opened for a newly proposed regulation or a regulation that is moving through the stages to become final, providers must enroll as a public user on the Regulatory Town Hall website.

To register as a public user, go to <http://townhall.virginia.gov> and click on the button entitled "Sign Up" which is located at the bottom of the green list on the left side of the screen. Enter your email address, name, and a password of your choice. Then, you will be brought to a screen that reads:

I would like to receive e-mail about:

- ✓ Meetings related to the subject areas I will indicate below
- ✓ Regulatory actions related to the subject areas I will indicate below

Make sure both of these boxes are checked.

Next, click on the plus sign to the left of "Health and Human Resources" to display a list of agencies. Click on (and enter a check mark for) the "Department of Medical Assistance Services," and any other agencies of your choosing. Then, click the blue "Save" button at the bottom of the page. You will now be registered as a public user, and will receive automatic email notices about DMAS manual and regulation changes.

Submitting Comments on Manual and Regulatory Changes

When you receive an email notifying you about a Manual or Regulatory Change that you want to comment on, visit the Regulatory Town Hall website at the same link shown above: <http://townhall.virginia.gov>. There, you will see the following text at the top of the screen:

Public comment forums

[number of] open comment forums, [number] of which have some comments

Click "open comment forums" and you will go to a page showing all of the open comment forums for each agency in the Commonwealth. Scroll down to the following heading:

Secretariat Health and Human Resources

Board of Medical Assistance Services

Find the item that you wish to comment on, and then click on "View and Enter Comments" to the left of the item description. Then, click on the text that says:

 [Enter a comment](#)

Type your comment into the text box and click on the "Submit" button when you are finished.

MAGELLAN BEHAVIORAL HEALTH OF VIRGINIA (Behavioral Health Services Administrator)

Providers of behavioral health services may check member eligibility, claims status, check status, service limits, and service authorizations by visiting www.MagellanHealth.com/Provider. If you have any questions regarding behavioral health services, service authorization, or enrollment and credentialing as a Medicaid behavioral health service provider please contact Magellan Behavioral Health of Virginia toll free at 1-800-424-4046 or by visiting www.magellanofvirginia.com or submitting questions to VAProviderQuestions@MagellanHealth.com.

MANAGED CARE PROGRAMS

Most Medicaid individuals are enrolled in one of the Department's managed care programs (Medallion 3.0, CCC, CCC Plus, and PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan/PACE provider may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the individual's managed care plan/PACE provider directly.

Contact information for managed care plans/PACE providers can be found on the DMAS website for each program as follows:

- Medallion 3.0:
http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx
- Commonwealth Coordinated Care (CCC):
http://www.dmas.virginia.gov/Content_pgs/mmfa-isp.aspx
- Commonwealth Coordinated Care Plus (CCC Plus):
http://www.dmas.virginia.gov/Content_pgs/mltss-proinfo.aspx
- Program of All-Inclusive Care for the Elderly (PACE):
http://www.dmas.virginia.gov/Content_atchs/ltc/PACE%20Sites%20in%20VA.pdf

COMMONWEALTH COORDINATED CARE PLUS

Commonwealth Coordinated Care Plus is a required managed long term services and supports program for individuals who are either 65 or older or meet eligibility requirements due to a disability. The program integrates medical, behavioral health, and long term services and supports into one program and provides care coordination for members. The goal of this coordinated delivery system is to improve access, quality and efficiency. Please visit the website at: http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Conduent Government Healthcare Solutions Support Help desk toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

KEPRO PROVIDER PORTAL

Providers may access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.